

Chapter 7

Configuring Customers

This chapter discusses how to create and configure customers.

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Overview

Managing your customers easily and effectively is an important goal of the NMC-RX application. In this chapter, you will learn to configure and logically structure your customers using the NMC-RX software. Also, you will learn how to associate customers with IP interfaces, a key step to managing customer services.

Configuration Tasks

Perform the following tasks when configuring customers:

1. Create customer.
2. Create customer site.
3. Locate and configure IP interfaces.
4. Associate customers with a site.

Creating a Customer

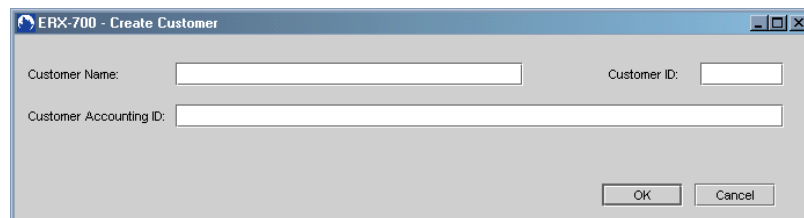
As you structure your network hierarchy using the NMC-RX application, you can create customers and begin managing their services. Once a customer is created, it is immediately added to the database and can be viewed, listed, configured, or deleted.

You can create customers from either the Network Workshop or the Device Workshop.

To create a customer:

1. From the Configuration menu, select Create, and click Customer.

The Create Customer dialog box appears, allowing you to set basic identification parameters for the customer.



2. Set the customer parameters. See Table 7.

Table 7: Customer parameters

Field	Description
Customer Name	Maximum 32 alphanumeric characters; may include spaces
Customer ID	Range 0–2147483647
Customer Accounting ID	Accounting ID used for this particular customer; maximum 32 alphanumeric characters; may include spaces

3. Click OK.

Creating a Customer Site

It is necessary to create a customer site before you can associate it with a particular IP interface. One or more customer sites can be associated with a single customer. For example, if *Bank XYZ* is a customer, its customer sites could be in multiple locations: *Bank XYZ on 5th Avenue*, *Bank XYZ on Main Street*, and *Bank XYZ on River Road*.

You can create a customer site from either the Network Workshop or the Device Workshop.

To create a customer site:

1. Display all existing customers:

Network Explorer – From the Configuration menu, select Customers, and click List All.

Device Workshop – In the Device-wide Explorer, select Customers, right-click, and click List All.

Customers are displayed in the list area.

Customer Name	Customer ID	Customer Accounting ID
Josephine Schmoie	789	87943
Brickett Hill	678	32147809
XYZ Net	76809	32443222

- From the list of customers, select the customer you want to create a customer site for.
- Right-click, select Create, and click Customer Site.

The Create Customer Site dialog box appears.

- Set the customer site parameters. See Table 8.

Table 8: Customer site parameters

Parameter	Description
Customer Name	Customer's name; uneditable
Customer ID	Customer's identification; uneditable
Customer Accounting ID	Accounting ID associated with customer; uneditable
Customer Site Information	
Name	Name of a specific customer's site
Customer Site ID	Range 0–2147483647

Table 8: Customer site parameters (continued)

Parameter	Description
Administrative Contact, Technical Contact, Notes tabs	
Contact	Name of the administrative or technical contact
Email	E-mail address of the administrative or technical contact
Phone	Phone number of the administrative or technical contact
Notes	Area for additional information. The note appears whenever its associated customer site is accessed.

5. Click OK.

Associating a Customer with an IP Interface

Once you have created and configured a customer and customer site, you can associate the customer with an IP interface.

To access the Customer Information dialog box:

1. From the Device-wide Explorer, select IP Interfaces, right-click, and click List All.

All IP interfaces appear in the list area.

← Back Forward → Refresh Found 11 IPs relative to the Node.	
IP Intf Name	Intf Index
IP0/0	3
IP2/0.1	10012
Loopback1	2
Null0	10004

2. Select an IP interface from the list, right-click, and click Configure.

The IP Intf Configuration tab appears in the work area.

The screenshot shows the 'IP Intf Configuration' dialog box with the 'Customer Information' tab selected. The 'Location' section contains 'Physical: Module: T12 FRAME-12 port, Slot: 2, Port: 0' and 'Logical: FRINTF: FR2/0, FRSUBINTF: FR2/0.1'. Below this, 'Logical Name' is 'IP20.1' and 'Interface Index' is '10012'. The 'Category' is 'pointToPoint' and 'Virtual Router' is 'default'. The 'Policy Information' table is as follows:

Type	Policy Name	Statistics Enabled
Input	-- None --	<input type="checkbox"/>
Output	-- None --	<input type="checkbox"/>
Local Input	-- None --	<input type="checkbox"/>

The 'IP Addresses' table is also shown:

Slot	IP Address	Intf Index
2	1.2.1.4	10012

3. Click the Customer Information tab.

The Customer Information tab appears.

The screenshot shows the 'IP Intf Configuration' dialog box with the 'Customer Information' tab selected. The 'Customer Information' section contains the following fields:

- Customer Name:
- Customer ID:
- Site:
- Site ID:

Below these fields are three tabs: 'Technical Contact', 'Administrative Contact', and 'Notes'. The 'Technical Contact' tab is selected, showing the following fields:

- Contact:
- Phone:
- email:

At the bottom of the dialog box are two buttons: 'Clear Customer' and 'Associate Customer...'.

4. Click the Associate Customer button.

The Associate Customer dialog box appears.

Associate Customer

Select Customer:

Customer Name	Customer ID	Customer Accounting ID
Bank XYZ	5708	GY67045
Brickett Hill	7432890	YT073243
NetSourc8790-34	345445	TY450745

Select Customer Site:

Customer Site Name	Site ID	Site Accounting ID	City	State/Province/Region

Technical Contact | Administrative Contact | Notes

Contact: Phone:

email:

OK Cancel

- From the Select Customer group box, click the customer name that you want to associate with the IP interface.

The Select Customer Site group box becomes active.

- From the Select Customer Site group box, click the customer site you want to associate with the customer.

The technical and administrative contact information appears.

- Click OK.

The new customer site information appears on the Customer Information tab.

Now that the customer is associated with the IP interface you selected, refer to *NMC-RX User Guide, Vol. 2, Chapter 6, Configuring IP*, to continue the IP interface configuration process.

Removing a Customer from an Interface

To unassociate, or remove, a customer from an IP interface:

- From the Customer Information tab, click the Clear Customer button.

The screenshot shows a software window titled "IP Intf Configuration" with a sub-tab "Customer Information". At the top, there are buttons for "Save" and "Lower Layer". The "Customer Information" section contains the following fields:

- Customer Name: State U
- Customer ID: 800200
- Site: Amherst campus
- Site ID: 800201

Below this is a section for contact information with three sub-tabs: "Technical Contact", "Administrative Contact", and "Notes". The "Technical Contact" tab is active, showing:

- Contact: John Pirez
- Phone: 413-555-3699
- email: ip@stateu.com

At the bottom of the window, there are two buttons: "Clear Customer" and "Associate Customer...". A mouse cursor is pointing at the "Clear Customer" button.

All customer information listed in the fields is cleared. The customer is no longer associated with the IP interface.

2. Click the Associate Customer button, and make new selections. You could also select a different IP interface and start this procedure again.

